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## Food For Thought



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## Mystery Shopping

*How would you score?*

Maun-Lemke has been Mystery Shopping healthcare organizations, by phone and live visits, for over 20 years. We create a new Mystery Shopping "scenario" each month specific to the type and treatment specialization to be shopped (Long Term, Assisted Living, Alzheimer's, Hospice, Home Care, Mental Health, Independent Living). We rotate our Mystery Shoppers so they do not contact the same facility within a 6-month time frame. All Maun-Lemke Mystery Shoppers have healthcare experience, are trained by us and each of their reports are reviewed for grading consistency.

Consumers today are taking a much greater interest in their healthcare. They are becoming more empowered to explore healthcare options for themselves and their loved ones. Providers can no

longer merely depend on discharge planners and referral sources to keep facilities full. They need to know how their organization's staff handles inquiries.

If you'd like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.

#### 4 Unexpected Things You Can Do for a Healthy Heart

As healthcare professionals, we're probably all well aware that cardiovascular disease affects more than one in three adults in the United States. What we may not know is that there are some simple, unexpected everyday habits that can make a big difference in our ability to live a healthy life—and thus better help others who are experiencing pain and illness. Here are four habits you may not have guessed can lead to a healthy heart:

- **Get up, often.** Sitting for hours on end increases your risk of heart attack and stroke, even if you exercise regularly. When you sit for extended periods of time, the lack of movement may affect blood levels of fats and sugars. Make a conscious effort to get up and move every 60 minutes. Take a brief walk, stand up while you talk on the phone—do anything to get out of your chair.
- **Laugh like you mean it.** Are you feeling stressed, hostile, or depressed? It can take a toll on your heart. And those likely to internalize stress are in greater danger; research has shown a benefit to laughter and social support. If you're feeling stressed, find comfort in a funny movie or upbeat friend who can make you smile—your heart will thank you for it.
- **Cut out 100 calories.** Being overweight is a major risk factor for heart disease, and 72% of men and 64% of women in the U.S are overweight or obese. If you fall in this category, start small by simply cutting out 100 calories. It can be as simple as having one less soda a day or cutting your portion sizes a bit.
- **Focus on flossing.** While the exact reason is unknown, there is a strong link between gum disease and heart disease. If you don't floss, sticky, bacteria-laden plaque build-up over time. One theory is that these bacteria trigger inflammation in the body, which promotes all aspects of atherosclerosis.

Being good to your heart is one of the best things you can do to help lead a long and healthy life. Fortunately, there are easy and simple strategies that can make it possible. Here's to your heart!

*"It is health that is real wealth and not pieces of gold and silver."*

—Gandi

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